



Transportation

IHCP 2019
Annual Seminar


CareSource[®]

Transportation Contacts

LCP Contact Numbers	
LCP Reservations	844-607-2829
LCP Hearing Impaired (TTY)	800-743-3333 or 711
Direct Dial LCP Reservations	317-291-9318
Direct Dial Ride Assistance	800-508-7230

CareSource contracts with LCP for non-emergent transportation services.



Customer Service Operations

Routine Reservations

Monday through Friday, 8 a.m. to 8 p.m. (EST)
Routine reservations are not accepted Saturday or Sunday.

Ride Assistance (Where's My Ride) & Hospital Discharges

24/7/365

Urgent & Discharges

Calls for urgent and discharges are accepted on national holidays (New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas), despite CareSource Customer Service being closed.

Requesting & Receiving Transportation

Who can request transportation?

- Members must be at least 18 years of age, unless they are pregnant or an emancipated minor.
- CareSource Care Manager, Life Coach or other plan representative
- Health Partners

What information is needed to request transportation?

- Medicaid ID and all available information about the date/time of the appointment including doctor/facility name, phone number and reason for the visit.

Who can receive transportation?

- Member must be at least 18 years of age to travel alone, unless they are pregnant, an emancipated minor or have a signed waiver form on file indicating a parent has approved their transportation.
- If the member is a single caregiver with more than one minor child in his/her care, CareSource authorizes LCP to transport the additional minor children.
- CareSource authorizes transport of both parents/guardians.





Advance Notice

Routine Medical Appointments

- Routine trips must be requested at least 48 hours (2 business days) in advance.
- Trips are accepted no more than 45 days prior to an appointment.
- Members receive a confirmation number.

Urgent/Same-day Medical Appointments

- Same-day trip requests are accepted when a member must be seen that day, cannot wait for the standard timeframe, and did not already have a scheduled appointment they forgot about.

Pick Up Timeframes

For Standard Appointments

		Pick up window		
		1 hour	2 hours	4 hours
Trips	Standard/local trips	X		
	< 50 miles*		X	
	> 50 miles*			X
	Return trips (local and rural)*	X		

*Urgent hospital discharges, ER discharges, Urgent care discharges and same day urgent provider appointments.



Trip Limitations

For Hoosier Healthwise & Healthy Indiana Plan

- Unlimited transportation to medical appointments, pharmacy (after an appointment), Division of Family Resources, any CareSource-sponsored event (e.g. Consumer Council meetings or health fairs) and Life Services/JobConnect-approved and scheduled trips.
 - Trips greater than 30 miles one-way require verification of the appointment with the facility.
- Prior authorization is required for any trip over 50 miles in distance with the exception of:
 - Hospital-related trips
 - Paralift trips
 - Nursing home trips
 - Methadone treatment
 - Dialysis



Trip Limitations

- WIC and redetermination trips **are** allowed.
- HIP Basic members are **not** eligible for transportation to dental, vision or chiropractic appointments as these are not covered services for the HIP Basic plan.
- HHW package C members are eligible for transportation between facilities as scheduled by the provider with a \$10 copay **only**.





Modes of Transportation

- Mass transit, i.e. bus pass
- Ambulatory, i.e. sedan, van, taxi
- Wheelchair lift-equipped vehicle
- Bariatric capable vehicles and/or stretcher

Mass Transit

CareSource covers public transportation if mass transit is both available and appropriate:

- Public transportation is available to and from appointment
- The distance between the member's residence and the medical appointment is no more than half a mile from the member's pick up and drop off location
- Member is ambulatory



Car Seats

- Car seats are required, by law, for children ages zero to four years of age.
- Members are required to bring all necessary wheelchairs, child safety seats and any other durable medical equipment (DME) to/from the appointment.
- LCP provides booster seats for children four to eight years of age and weighing 40 to 80 pounds.

Contact Information

LCP

Contracting

Angela Franklin
Angela.Franklin@lcptransportation.com

Concerns

Staci Babbitt
317-291-9318 ext. 146





Thank you!

Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1018>

